

## **Preferred Provider Registry Instructions for W-2 Agencies**

### **Purpose**

The Preferred Provider Registry is part of a broader Milwaukee W-2 service strategy to:

- √ Develop a continuum of services that support W-2 participants' efforts to overcome barriers to employment;
- √ Create more diversification amongst the providers in Milwaukee that serve W-2 customers;
- √ Maximize efficient use of W-2 resources through the utilization of existing publicly-funded services; and
- √ Build on the already existing Milwaukee County service delivery infrastructure.

Services included in the Registry are:

1. Mental Health Assessment, Treatment and Counseling:  
Programs that provide a comprehensive program of clinically and culturally competent assessment, treatment, intervention and referral services for individuals experiencing serious mental health problems.
2. AODA Assessment, Treatment and Counseling  
Programs that provide a comprehensive program of clinically and culturally competent assessment, treatment, intervention and referral services for individuals experiencing serious alcohol and other drug abuse problems. Services are designed to help individuals deal simultaneously with recovery from chemical abuse/dependence and work and family responsibilities.
3. Domestic Violence  
Domestic violence services may include assessment of needs and supportive services such as counseling, temporary shelter, legal assistance and support groups.
4. Functional Capacity Evaluation  
A functional capacity evaluation establishes the physical level of work an individual can perform and is useful in determining job placement, job accommodation or return to work after injury or illness. This type of evaluation can also provide objective information regarding functional work ability in the determination of occupational disability status.
5. Vocational Evaluation  
A vocational evaluation is a comprehensive process using psychometric testing, work samples, and on-the-job assessments to guide individuals toward vocational preparation and ultimately to an appropriate occupational placement. An individual

written evaluation plan is developed based on referral information and the stated overall purpose of the evaluation.

#### 6. Learning Disability Assessment

A formal assessment for Learning Disabilities is carried out by a professionally-trained educational diagnostician, counselor, psychiatrist, or psychologist who selects, administers, and interprets different kinds of tests (educational, vocational, psychological, and neurological instruments) from which a diagnosis and recommendations are made. It is through a comprehensive assessment that an individual's current level of development is identified and a plan for meeting the individual's needs is developed.

W-2 policies pertaining to formal assessment and the Barrier Screening Tool remain unchanged for the 2006-2009 W-2 Contract cycle. The Registry will assist W-2 agencies in identifying providers who can offer comprehensive formal assessment related to the six service areas. When participants are in need of other types of services and assessments that are not included in the registry (e.g., physicians' assessments, housing-related services), the W-2 agency remains responsible for helping the participant to connect with those services.

#### **W-2 Agency Instructions**

The Milwaukee W-2 Contract Agencies will use the Preferred Provider Registry in conjunction with other publicly funded service providers to obtain services for W-2 participants who have been identified as having significant barriers to employment.

W-2 agencies will be expected to maximize the use of their resources by making appropriate service referrals to publicly-funded providers (public funding includes Title 19, Milwaukee County funds, state and federal grants) whenever possible, keeping in mind the high importance placed on helping participants achieve employment as quickly as possible.

When a participant is in need of a service that is not funded by a public funding source or there is a waiting list to access the publicly funded service, the W-2 agency will utilize the Preferred Provider Registry to identify providers.

The W-2 Contract Agencies will enter into fee-for-service agreements with Preferred Providers to provide needed services. W-2 agencies must be able to offer participants a choice of service providers to select from when completing a service referral. This ensures that participants have access to a range of gender, age and culturally responsive services.

#### **About the Registry**

The providers that have been selected to participate in the Registry were selected by the Department of Workforce Development through an application process. To be selected, providers were required to:

- √ Demonstrate connections to the Milwaukee Community;
- √ Describe the array of services to be provided;
- √ Demonstrate the ability to provide gender, age and culturally responsive services;
- √ Describe the qualifications of staff including appropriate licensures and certifications;
- √ Describe unique features that make their program/services exceptional; and
- √ Demonstrate that the provider agency is financially sound and has appropriate financial management procedures in place.

The Registry consists of information sheets for each provider broken out by category of service and location of the service. Service providers who were selected for more than one category of service or who have multiple service locations will have multiple information sheets in the Registry. Each information sheet contains location and contact information, unique agency characteristics, areas of specialization and a one-page description of the services offered.

During the contract cycle, there will be periodic reviews of the Registry to evaluate participant and W-2 agency satisfaction with the providers. DWD will have open Registry enrollment periods at least annually throughout the contract cycle. These reviews will also determine removal of those providers from the Registry who have performed unsatisfactorily. DWD has also established a process for maintaining the Registry to ensure the information sheets have up-to-date information.